

**NURSES' ACCEPTANCE OF TOTAL HOSPITAL INFORMATION
SYSTEM (THIS) AT HOSPITAL SELAYANG**



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Executive Summary

In Malaysia, Selayang Hospital has been the pioneer in the implementation of Total Hospital Information System (THIS) as an integrated care delivery system. However, shifting from the conventional method of reporting and organizing data and records using pen and paper to a computerized system was not an easy process. User's acceptance and satisfaction play essential roles in the success of the system. The major problem with THIS is the system performance and capabilities which influence the level of acceptance and satisfaction among the users of THIS. Therefore, the primary concern of this study is to examine the role of THIS capability that mediates the relationship between system acceptance and users' satisfaction. This cross-sectional study was conducted in the Selayang Hospital. Data were collected from participants who were nurses working in various disciplines in the hospital. Three hypotheses were formulated to guide this study. The findings suggest that perceived usefulness is related to system capability, perceived ease of use is related to system capability and nurses' satisfaction and therefore all three hypotheses are supported. However, it is recommended that caution be taken in crediting the level of acceptance solely from predicting the capabilities and successfulness of a system. Other factors such as the users' attitude, intention to use and the influence of trust towards the system should be further explored.

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INTRODUCTION

Problem Statement

THIS system capability is the main concern in ensuring that the system is successful. It is said that the system is most of the time slow and always interrupted and this will affect the clinical staff to complete their report efficiently and further caused delay in the documentation process. Furthermore, if the system interrupts, they have to close the clinic until the system regains its function. Patient's waiting time is also one of the main concerns when the system broke down. In some cases, the patient has to wait for hours due to the delay of the system.

Another problem is insufficient numbers of portable laptop which makes the documentation of patient documentation more challenging. Sometimes, staffs have to fight in order to use the computer. While waiting for the available computer, most of the users need to document changes in patient's condition on paper based record first and then transfer it to the system once the computer is available. An increase in the documentation time is one of the challenges of EHR. Slow system response and system crashes caused by the delay in the documentation processes.

As being indicated by Salfaryna (2009), one of the major problems in THIS systems survivor is to ensure users are skillful, have a full understanding and are ready to use them. Thus, to ensure that, the user needs to be fully trained to do so. The goal of training is for employees to master the knowledge, skill and behaviors so that it could be applied in their day-to-day activities Noe (2008).

Notwithstanding, as far as the nature of the healthcare industry itself is concerned, it is tremendously difficult to extract those healthcare workers from their daily duties and responsibilities and send them to go for continuous training for a period of time. Sending

them in a large number of groups is also another big issue as who will be responsible to undertake their roles in saving the patient's life back there in their workstations.

Research Questions

RQ1: Is there any relationship between perceived usefulness and THIS capability?

RQ2: Is there any relationship between perceived ease of use and THIS capability?

RQ3: Is there any relationship THIS capabilities and nurses' satisfaction?